

September 2009

Dear West Virginia PEIA Medicare-Eligible Member:

Humana is pleased to announce that we will be partnering with the PEIA to provide your health care coverage beginning in 2010. Humana has been an industry leader in providing health care coverage to the Medicare population for over 25 years, and we are excited to be providing yours soon.

When Humana begins providing your health care coverage, you can expect the same level of coverage you currently receive. In addition, we will provide programs to help you stay well, engage in healthy activities, and manage any health problems. You will not need to take any action to be enrolled in the Humana Medicare Advantage Plan. You will be automatically enrolled into either a Preferred Provider Organization (PPO) plan or a Private Fee For Service (PFFS) plan, based on where you reside. If you live outside the Preferred Provider Organization (PPO) service area, you will be enrolled into a PFFS Plan. Please see the bottom of this letter, for a listing of states outside the PPO service area.* Whether you are enrolled in the PPO or PFFS, the level of benefits will be the same.

You will receive the following detailed information from Humana regarding your PEIA coverage within the next few weeks:

- **Introduction brochure.** In late-September, you will receive an introduction brochure. This will include a high-level explanation of your medical coverage and an explanation of how Medicare Advantage plans work.
- **Informational packet.** In mid-October, an informational packet will be sent to you. This packet will include additional Humana information, such as the extra services offered to you as a member, as well as answers to Frequently Asked Questions.

If you have any questions about any of this information, please call our Customer Service Dept. at **1-800-783-4599**; TTY: 1-800-833-3301. Our hours of operation are 8:30 a.m. to 5 p.m, Monday through Friday, Eastern time. Humana is excited to provide service to you through the PEIA health care program. We are thankful for the trust that the PEIA has placed in us and we're ready to earn yours.

Sincerely,
Humana

** If you live in California, Colorado, Connecticut, Washington D.C., Delaware, Hawaii, Iowa, Idaho, Maryland, Massachusetts, Maine, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, New Mexico, Nevada, New York, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington or Wyoming you will be enrolled in a PFFS plan. Medicare-approved PPO and PFFS plans are available to anyone enrolled in both Part A and Part B of Medicare through age or disability. Enrollment period restrictions apply, call Humana for details.*